



**THOMAS L. GARTHWAITE, M.D.**  
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DEPARTMENT OF HEALTH SERVICES  
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July 15, 2005

TO: Each Supervisor

FROM: Thomas L. Garthwaite, M.D.   
Director and Chief Medical Officer

Kae Robertson  
Managing Director   
Navigant Consulting, Inc.

**SUBJECT: KING/DREW MEDICAL CENTER ACTIVITY REPORT – WEEK ENDING  
July 15, 2005**

This is to provide you with an activity report for the week ending July 15, 2005 for King/Drew Medical Center (KDMC).

- **Hospital Advisory Board**

- The Hospital Advisory Board (HAB) met on July 11. The HAB engaged in very useful dialogue with community representatives regarding representation on the HAB. Hector Flores, MD, chair of the HAB, will be reporting to your Board on specific recommendations and HAB actions.
- The Steering Committee met on July 13. The hospital's union leaders attended to express concern over the management of the removal of a nurse under investigation for failure to respond to monitor alarms.

- **Physicians**

- Radiology physician staffing continues to be a crisis that has to be managed shift by shift. We are continuing to work with Contracts and Grants and County Counsel to complete an agreement for teleradiology services for consideration by the Board. The backlog of x-rays awaiting final reads has been reduced to approximately 1,200.

- ***Nursing***

- There have been more resignations and pending resignations in nursing management. Fifty percent of nurse manager positions are vacant. One of these positions has been open for eight months without any success in being filled.
- This week's management of discipline on a patient care unit instead of in a private setting has created a further drop in nursing morale.

- ***Pharmacy***

- DHS Human Resources and Pharmacy Department Management have been meeting with SEIU Local 660 over the past several months to gain agreement for the process for competency testing for pharmacy technicians. This has still not been resolved. Another meeting is scheduled for next week. This issue continues to be representative of how difficult it is to make change occur quickly.
- The State Board of Pharmacy completed a surprise inspection of the outpatient pharmacy. Their report shows the hospital in full compliance. The inspector actually added a handwritten note that said "great job".

- ***Executive Management***

- Much of the week was spent getting information for the Board of Supervisors meeting, responding to media inquires and requests for information, and answering DHS requests for additional information.
- Office of Public Safety officers were called upon to manage an unruly visitor. While doing their job the officers were jeered at by environmental service employees. The employees refused to give their names. The employees subsequently have been identified and suspended pending investigation.

Please let us know if you have any questions.

TLG:KR:mm

c: Chief Administrative Officer  
County Counsel  
Executive Officer, Board of Supervisors